

Consistent Data Collection for Units to Report Annually in the Division of Student Affairs

Size and Scale of Operation (Scope), Efficiency/Rating of Service by Users, Contributions to Learning/Impact/Outcomes for Students and other Constituencies

Showing our contributions to:
access, retention, graduation rates, global community and diversity, healthy campus, learning goals for graduates
and services/supports contributing to student success, outreach, and research

Alignment/Unit	Metric Categories		
	Size and Scale of Unit	Efficiency/Rating of Service	Contributions to Learning/Impact/Outcomes
Enrollment Management			
Admissions	1. Number of prospects served 2. Number of prospects in targeted populations 3. Number of campus tours provided 4. Number of applications processed ??	1. Ratio of staff to prospects 2. Ratio of staff to yield 3. Rating of visits/ counselors/ etc. as good/excellent	1. Overall yield/matriculated 2. Yield of targeted populations 3. Number of national merit scholarship recipients and finalists enrolled 4. Other targets?? 3. Learning outcomes data
Financial Aid and Scholarship Programs	1. Number of financial aid applications processed 2. Percent of students applying for aid 3. Percent of students receiving aid that need not be repaid 4. Percent of students receiving aid that must be repaid 5. Percent of students receiving a combination of 3 and 4	1. Ratio of staff to number of students served/packaged 2. Average time to convert financial aid application to student financial award 3. Percentage of financial aid disbursements done via direct deposit	1. Learning outcomes data 2. Average student debt at graduation 3. Rating of FA processes based upon best practices rubrics
Registrar	1. Number of graduates 2. New Software implementations 3. Number of records secured with electronic back-up	1. Ratio of full-time staff to customers served 2. Rating of Registrar's services as good/excellent	1. Learning outcomes data 2. Service outcomes data

	4. Number of appeals/petitions managed 5. Number of classes scheduled each term 6. ????	3. Ratio of staff to???	
Pre-College Programs	1. Number of programs overseen 2. Number of pre-college students hosted on OSU campus	1. Ratio of staff to programs supervised 2. Number of student employees across all pre-college programs supervised	1. Learning outcomes data
Intercultural Student Services			
American Indian Initiative Office	1. Number of in office student contacts 2. Number of student organizations advised 3. Number of student employees	1. Dollars returned to students via student employment 2. Number of contacts at workshops, training programs conducted by staff 3. Ratio of staff to student attendance at workshops/training programs	1. Learning outcomes data
Asian Pacific Island American Student Services			
Casa Latina/o de OSU			
Ujima Education Office			
Women's Center			
LGBT Services and Outreach			
Diversity Development			
Health and Wellness			
Counseling and Psychological Services	1. Percent of OSU students using service 2. Percent of users finishing academic year in good academic standing 3. Frequency of top presenting concerns/diagnoses 4. IACS accreditation status and what it is for 5. APA accreditation status and what it is for	1. Ratio of clinicians to clients served 2. Ratio of clinicians to appointments (including walk-ins) 3. Rating of services good/excellent by users 4. Number of groups, % of clients served in this modality	1. Learning Outcomes data 2. Results of Accreditation reviews
Recreational Sports	1. Percent of OSU students using services in Dixon and McAlexander 2. Percent of students meeting American College Sports Medicine recommendation for moderate-	1. Ratio of full-time staff to student users 2. Student fee returned to students via student employees (student payroll)	1. Learning Outcomes data

	intensity exercise, vigorous-intensity exercise, or a combination of the two	3. Rating of services good/excellent by users	
Student Health Services	1. Percent of OSU students using service 2. Frequency of top diagnoses/problems/concerns 3. List all accreditation statuses and what the accreditation is for	1. Ratio of clinicians to appointments? Or FTE to appointments? 2. Rating of services good/excellent by users	1. Learning outcomes data 2. Results of Accreditation reviews
Student Life			
Dean of Student Life	1. Percent of student body served directly by CARE team 2. Number of students reviewed by CARE team 3. 10 most frequent issues addressed by CARE team (%)	1. Ratio of CARE team contacts to CARE team members 2. Number of referral sources 3. Mean time to resolution	1. Learning outcomes data
Disability Access Services	1. Number of accommodations implemented per year 2. Number of students served 3. Percentage of DAS student users that completed year in good academic standing 4. Dollars returned to students via student employee payroll	1. Rating of services as good/excellent by users 2. Number of Student Employees 3. Dollars returned to students via student payroll 4. Ratio of full-time employees to DAS students	1. Student employee learning outcomes 2. Other learning outcomes
Career Services	1. Number of employers listing positions with OSU 2. Percentage of students by classification registered with Career Services 3. Unmet need for counseling appointments by term 4. Number of employers recruiting on campus	1. Rating of services as good/excellent by employers and students 2. Ratio of career counselors to students by classification	1. Learning outcome data
New Student Programs and Family Outreach	1. Number of students and parents/family members at START, etc. 2. Number of "orientation" activities coordinated by office 3. Percent increase in participation from year to year	1. Rating of services good/excellent by students and parents/family members 2. Dollars returned to students via student payroll 3. Number of student employees per full-time staff	1. Learning outcome data

	4. ???	4. Cost of program per student participant.	
Student Conduct and Community Standards	1. Percent of students involved in at least one conduct violation 2. Number of faculty/staff workshops/consultations 3. Most frequent conduct violations by student classification	1. Ratio of conduct staff (FTE) to conduct violations 2. Ratio of repeat offenders to one-time offenders	1. Learning outcome data
Memorial Union			
Memorial Union	1. Percent of room usage by students/others 2. Number of student employees per year 3. Number of programs initiated by MU 4. Ratio of amount of money generated by student head count	1. Dollars returned to students via student employee payroll 2. Ratio of catered events vs. non-catered events in MU 3. Rating of MU services as good/excellent by users	1. Learning outcome data
Student Leadership and Involvement	1. Number of organizations administered by SLI 2. Number and Percentage of students participating in leadership development programming/workshops 3. Percentage of students involved in Greek organizations	1. SLI budget per student FTE 2. Dollars returned to students via student employee payroll 3. SLI budget per student organization administered 4. SLI FTE per student organization administered	1. Learning outcome data
Student Media Daily Barometer KBVR FM KBVR TV PRISM Magazine	1. Credit hours generated or something about practicum internships in media 2. Number of newspaper issues, radio programs, TV programs/term/year	1. Dollars returned to students via student employee payroll 2. Dollars generated through add sales 3. Ratio of full-time staff to programs	1. Learning outcomes
University Housing and Dining Services			
University Housing Services	1. Number of facilities 2. Number of beds 3. Percentage of beds filled 4. Number of student employees 5. Number and percent of students	1. Dollars returned to students via student employee payroll 2. Ratio of student RH employees to residents 3. Ratio of ResLife full-time staff to	1. Learning outcomes 2. Learning outcomes for diversity-related education in UHDS for students 3. Retention rate of residents vs. non-

	in residence hall leadership positions	student residents 4. Rating of services as good/excellent by students	UHDS residents 4. Mean GPA of residents vs. non UHDS residents 5. Mean RA GPA compared to Mean OSU GPA
University Dining Services	1. Number of Dining Facilities/Outlets 2. Number of Dining contracts 3. Number of student employees	1. Dollars returned to students via student employee payroll 2. Ratio of student employees to full-time dining staff 3. Rating of services as good/excellent by students	1. Learning outcomes 2. Mean GPA of student employees compared to mean OSU GPA
Research, Evaluation, and Planning			
Research, Evaluation, and Planning	1. Percentage of student affairs units served via consultation 2. Data requests/reports per year 3. Percentage of student affairs units involved in full-cycle assessment 4. Units with fewest assessment reports/plans over time	1. Ratio of staff to division units/departments 2. Number of training workshops/consultations conducted	1. Learning outcomes of assessment council 2. Research reports published 3. Development of special reports for units outside of Student Affairs